

METHODS OF RESETTING PASSWORDS IN NETWORK SERVICE SYSTEMS INCLUDING USER REDIRECTION AND RELATED SYSTEMS AND COMPUTER-PROGRAM PRODUCTS

Abstract

Resetting a password for a network service account may include redirecting the user to a password reset tool, wherein the user is blocked from network access other than the password reset tool while being redirected. After redirecting the user to the password reset tool, user entry of verification information may be accepted, and the verification information from the user may be compared with known verification information for the user. User entry of a new password may be accepted if the verification information accepted from the user matches the known verification information for the user; and the new password may be stored as the known password for the user. Related systems and computer-program products are also discussed.